



# Annual Peace Corps FOIA Report

October 1, 2006 to September 30, 2007

## **I. Basic Information Regarding Report:**

- A. If you have any questions about the Freedom of Information Act (FOIA) Annual Report, contact Matthew Olsen, FOIA Officer/Public Liaison, at 202-692-1186, or toll free at 800-424-8580.
- B. To find this report on the World Wide Web, you may find it at <http://www.peacecorps.gov/policies/foia.cfm>
- C. You may obtain a copy of the report in paper form by writing to:

Peace Corps  
FOIA Officer/Public Liaison  
1111 20<sup>th</sup> St., NW  
Washington, DC 20526

## **II. How to Make a FOIA Request:**

Peace Corps FOIA request procedures are located in the FOIA Reference Guide, which is electronically linked to our World Wide Web Site: <http://www.peacecorps.gov>

- A. FOIA Requests are received in the Office of:

Peace Corps  
FOIA Officer/Public Liaison  
1111 20<sup>th</sup> St., NW  
Washington, DC 20526

Phone: 202-692-1186  
Email: [foia@peacecorps.gov](mailto:foia@peacecorps.gov)

- B. Peace Corps response time ranges from one day to ten or more days.

- C. Some requests cannot be granted because the records have been destroyed pursuant to Peace Corps' records schedule.

### III. Definitions of Terms and Acronyms

A. Agency specific acronyms or other terms. N/A

B. Basic terms, expressed in common terminology.

1. **FOIA/PA Request** – Freedom of Information Act/Privacy Act request. A FOIA request is generally a request for access to records concerning a third party, an organization, or a particular topic of interest. A Privacy Act (PA) request is a request for records concerning oneself; such requests are also treated as FOIA requests. (All requests for access to records, regardless of which law is cited by the requester, are included in this report.)
2. **Initial Request** – a request to a federal agency for access to records under the Freedom of Information Act.
3. **Appeal** – a request to a federal agency asking that it review at a higher administrative level a full denial or partial denial of access to records under the Freedom of Information Act, or any other FOIA determination such as a matter pertaining to fees.
4. **Processed Request or Appeal** – a request or appeal for which an agency has taken a final action on the request or the appeal in all respects.
5. **Multi-track processing** – a system in which simple requests requiring relatively minimal review are placed in one processing track and more voluminous and complex requests are placed in one or more other tracks. Requests in each track are processed on a first-in/first out basis. A requester who has an urgent need for records may request expedited processing (see below).
6. **Expedited processing** – an agency will process a FOIA request on an expedited basis when a requester has shown an exceptional need or urgency for the records which warrants prioritization of his or her request over other requests that were made earlier.
7. **Simple request** – a FOIA request that an agency using multitrack processing places in its fastest (nonexpedited) track based on the volume and/or simplicity of records requested.

8. **Complex request** – a FOIA request that an agency using multitrack processing places in a slower track based on the volume and/or complexity of records requested.
9. **Grant** – an agency decision to disclose all records in full in response to a FOIA request.
10. **Partial grant** – an agency decision to disclose a record in part in response to a FOIA request, deleting information determined to be exempt under one or more of the FOIA’s exemptions; or a decision to disclose some records in their entirety, but to withhold others in whole or in part.
11. **Denial** – an agency decision not to release any part of a record or records in response to a FOIA request because all the information in the requested records is determined by the agency to be exempt under one or more of the FOIA’s exemptions, or for some procedural reason (such as because no record is located in response to a FOIA request).
12. **Time limits** – the time period in the Freedom of Information Act for an agency to respond to a FOIA request (ordinarily 20 working days from proper receipt of a “perfected” FOIA request).
13. **“Perfected” request** – a FOIA request for records which adequately describes the records sought, which has been received by the FOIA office of the agency or agency component in possession of the records, and for which there is no remaining question about the payment of applicable fees.
14. **Exemption 3 statute** – a separate federal statute prohibiting the disclosure of a certain type of information and authorizing its withholding under FOIA subsection (b)(3).
15. **Median number** – the middle, not average, number. For example, of 3, 7, and 14, the median number is 7.
16. **Average number** – the number obtained by dividing the sum group of numbers by the quantity of numbers in the group. For example, of 3, 7, and 14, the average number is 8.

#### IV. Exemption 3 Statutes

- A. List of Exemption 3 statutes relied on by the agency during the current fiscal year.

1. Brief description of type of information withheld under each statute: N/A
2. Statement of whether a court has upheld a use of each statute. If so, then cite example: N/A

## **V. Initial FOIA/PA Requests**

### **A. Number of Initial Requests**

1. Number of requests pending as of end of preceding fiscal year = 57
2. Number of requests received during the current fiscal year = 5950
3. Number of requests processed during current fiscal year = 5962
4. Number of requests pending as of end of fiscal year = 45

### **B. Disposition of initial requests**

1. Number of total grants = 5768
2. Number of partial grants = 30
3. Number of denials = 4

#### **a. Number of times each FOIA exemption used:**

1. Exemption 1 = 0
2. Exemption 2 = 2
3. Exemption 3 = 0
4. Exemption 4 = 2
5. Exemption 5 = 8
6. Exemption 6 = 23
7. Exemption 7a = 1
8. Exemption 7b = 0
9. Exemption 7c = 5
10. Exemption 7d = 4
11. Exemption 7e = 2
12. Exemption 7f = 1
13. Exemption 8 = 0
14. Exemption 9 = 0

4. Other reasons for nondisclosure: 160

- a. no records = 47
- b. referrals= 3
- c. request withdrawn = 8
- d. fee-related reason = 1
- e. records not reasonably described = 1
- f. not a proper FOIA request for some other reason = 84
- g. not an agency record = 0
- h. duplicate request = 0
- i. other (specify) = 16, PA records denied under PA Exemption K(5), Reference Summary sent instead.

## VI. Appeals of Initial Denials to FOIA/PA Requests

### A. Number of appeals:

- 1. Number of appeals received during the fiscal year = 2
- 2. Number of appeals processed during fiscal year = 2

### B. Disposition of appeals:

- 1. Number completely upheld = 1
- 2. Number partially reversed = 1
- 3. Number completely reversed = 0

#### a. Number of times each FOIA exemption used:

- 1. Exemption 1 = 0
- 2. Exemption 2 = 0
- 3. Exemption 3 = 0
- 4. Exemption 4 = 0
- 5. Exemption 5 = 1
- 6. Exemption 6 = 1
- 7. Exemption 7a = 0
- 8. Exemption 7b = 0
- 9. Exemption 7c = 0
- 10. Exemption 7d = 0
- 11. Exemption 7e = 0
- 12. Exemption 7f = 0
- 13. Exemption 8 = 0
- 14. Exemption 9 = 0

#### 4. Other reasons for nondisclosure = 0

- a. no records = 0
- b. referrals= 0
- c. request withdrawn = 0

- d. fee-related reason = 0
- e. records not reasonably described = 0
- f. not a proper FOIA request for some other reason = 0
- g. not an agency record = 0
- h. duplicate request = 0
- i. other (specify) = 0

## **VII. Compliance with Time Limits/Status of Pending Requests**

### A. Median processing time for requests processed during the year

#### 1. Simple requests

- a. number of requests processed = 5961
- b. median number of days to process = 5

#### 2. Complex requests

- a. number of requests processed = 0
- b. median number of days to process = N/A

#### 3. Requests accorded expedited processing

- a. Number of requests processed = 1
- b. Median number of days to process = 9

### B. Status of pending requests

- 1. Number of requests pending as of end of current fiscal year = 45
- 2. Median number of days that such requests were pending as of end of current fiscal year = 7

## **VIII. Comparisons with Previous Years (optional)**

- A. Comparison of number of requests received = In FY 2007, 5950, while in FY 2006, 6432.
- B. Comparison of number of requests processed = In FY 2007, 5962, while in FY 2006, 6437.
- C. Comparison of median number of days requests were pending as of end of fiscal year = In FY 2007, 5 days, in FY 2006, 5.5 days.<sup>1</sup>

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<sup>1</sup> Please note that the median figure for FY 2006 was reported incorrectly, as a median should not include a fraction. That error has been corrected in the FY 2007 report.

D. Other statistics significant to the agency = In FY 2007, Received 2 requests for expedited processing and granted 1. In FY 2006, Received 1 request for expedited processing and granted 1.

E. Other narrative statements describing agency efforts to improve timeliness of FOIA performance and to make records available to the public:

Training given during New Employee Orientation every two weeks, training provided during Overseas Training Fair twice a year for employees working in offices abroad, and training provided internationally.

## **IX. Costs/FOIA and PA Staffing**

### **A. Staffing levels**

1. Number of full-time FOIA/PA personnel = 5.0
2. Number of personnel with part-time or partial FOIA/PA duties = .3
3. Total number of personnel (in work-years) = 5.3

### **B. Total Costs (including staff and all resources).**

1. FOIA processing (including appeals) = \$ 297,054
2. Litigation-related activities = N/A
3. Total Costs = \$ 297,054
4. Comparison with previous year (FY 2006) = \$94,008 decrease<sup>2</sup>

## **X. Fees**

A. Total Amount collected by agency for processing requests = \$178.93

B. Percentage of total costs = 1%

## **XI. FOIA Regulations (Including Fee Schedule)**

The Peace Corps' policies with respect to the FOIA are laid out in 22 CFR Part 303, available here: <http://www.peacecorps.gov/multimedia/pdf/policies/ms893.pdf>, as part of Peace Corps' Manual Section 893. Also refer to the attached fee schedule (Attachment 1) regarding FOIA.

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<sup>2</sup> The change in total costs is associated with the reduction of full-time FOIA/PA staff.

## **XII. Report on Executive Order 13,392 Implementation.**

On December 14, 2005, the President issued Executive Order 13,392, entitled "Improving Agency Disclosure of Information," which established a "citizen-centered" and "results-oriented" approach to administration of the FOIA. The Executive Order required each agency to conduct a review of its FOIA operations, to develop an agency-specific plan to improve its administration of the Act, and to include in its annual FOIA report a description of its progress in meeting the milestones and goals established in its improvement plan.

This section of the annual FOIA report contains the Peace Corps' description of its progress in implementing the milestones and goals of the Agency's FOIA Improvement Plan, including highlights of achievements. The reporting period for Section XII is different from that used for the rest of this report, which is based on data compiled for Fiscal Year 2007. The reporting period for this section concerning Executive Order implementation activities includes progress made by components through December 31, 2007.

### **Peace Corps – Entire Agency**

The Peace Corps' processing of FOIA/PA requests includes the FOIA/PA Office, Office of the Inspector General, Volunteer Financial Operations, Office of Medical Services, and the Center for Field Assistance and Applied Research.

Peace Corps' Executive Order implementation activities address the FOIA processing improvement efforts for all those Offices.

A. Description of supplementation/modification of agency improvement plan (if applicable)

Not applicable.

B. Report on agency implementation of its plan, including its performance in meeting milestones, with respect to each improvement area

1. Training for employees throughout the agency

Peace Corps has met the two goals under this area of improvement. FOIA staff visited two overseas posts to provide training, and also attended the annual Country Director's Conference. Online training and testing is now available on the Peace Corps intranet, which over 300 staff have completed since implementation. Quarterly Management Update newsletters are also posted on the intranet, informing employees of their FOIA responsibilities.

2. Electronic Requests



Peace Corps has completed the goals in this area of improvement. FOIA requests may now be submitted using the email address [foia@peacecorps.gov](mailto:foia@peacecorps.gov). Peace Corps Code of Federal Regulations (CFR) and frequently requested Manual Sections are available in our electronic reading room. The FOIA online reference guide has been updated to reflect the content changes, and we will continue to work with the Office of General Counsel to post Manual Sections as they are revised and or requested.

### 3. Website Improvements

This goal was marked as deficient in the 2006 FOIA report, however, as mentioned earlier this year in our updated status report, steps have been taken to remedy this deficiency. The electronic reading room has been updated with commonly requested Manual Sections, and additional Sections will be added as they are updated, regardless of frequency of requests. Additionally, requesters may now use email to request material under the FOIA.

### 4. More training for FOIA personnel in Privacy and Records

Peace Corps FOIA personnel continue to meet the established training goals set forth by the improvement plan. Employees attended the Western Regional Training Conference held by the American Society of Access Professionals, and also took part in informational briefings offered throughout the year by the Office of Information and Privacy. The FOIA staff continues to provide representation on the Internal Review Board, offering advice on and approving of FOIA/Privacy Act concerns in regards to newly developed forms and systems.

### 5. Backlog reduction

Peace Corps is pleased to report that the existing backlog has been eliminated. Any open requests remaining as of December 31, 2007, were still within the 20 day response period.

### 6. Process by which necessary cooperation is obtained from agency "personnel."

The FOIA office continues to work with offices throughout the agency to facilitate a good working relationship and improve communication. The FOIA office offers in-person training, as well as through the Powerpoint training available on our intranet. Quarterly Management Update newsletters offer an additional forum to communicate FOIA issues and concerns. We also continue to work with the CIO in regards to maintenance and upgrade of the FOIA log, as well as any other information technology issues that intersect with the FOIA.

We have also begun our efforts to increase awareness of records management and its relationship to the FOIA. The FOIA office, in cooperation with staff from the National Archives and Records Administration, has begun review of current records management

schedules and practices. This process will create a more efficient records schedule, as well as train offices throughout the agency on best practices.

C. Identification and discussion of any deficiency in meeting plan milestones (if applicable)

The deficiencies reported in last year's report have been resolved. Peace Corps is compliant with its improvement plan for this reporting period.

D. Additional narrative statements regarding other executive order-related activities (optional)

Not Applicable.

E. Concise descriptions of FOIA exemptions

The nine exemptions to the FOIA authorize Federal agencies to withhold information covering: (1) classified national defense and foreign relations information; (2) internal agency rules and practices; (3) information that is prohibited from disclosure by another Federal law; (4) trade secrets and other confidential business information; (5) inter-agency or intra-agency communications that are protected by legal privileges; (6) information involving matters of personal privacy; (7) records or information compiled for law enforcement purposes, to the extent that the production of those records (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions, or (F) could reasonably be expected to endanger the life or physical safety of any individual; (8) information relating to the supervision of financial institutions; and (9) geological information on wells.

F. Additional Statistics:

1. Ten Oldest Pending FOIA Requests

Calendar Year	2000	2001	2002	2003	2004	2005	2006	2007
Requests	0	0	0	0	0	0	0	Nov 19 Dec 12 Dec 16 Dec 26

Peace Corps has no pending requests from earlier than November 19, 2007.

## 2. Consultations.

## a.) Number of Consultations Received, Processed, and Pending

Consultations Received From Other Agencies During FY07	Consultations Received From Other Agencies That Were Processed by Your Agency During FY07 (includes those received prior to FY07)	Consultations Received From Other Agencies That Were Pending at Your Agency as of October 1, 2007 (includes those received prior to FY07)
0	0	0

Peace Corps did not receive or process any consultations in FY07.

## b.) Ten Oldest Pending Consultations Received From Other Agencies

Calendar Year	1999	2000	2001	2002	2003	2004	2005	2006	2007
Consults Received	0	0	0	0	0	0	0	0	0

Peace Corps has no pending consultations.

## G. Attachment: Agency improvement plan:

The FOIA Improvement Plan for the Peace Corps is attached (Attachment 2).

**Attachment 1**

FP▶ Step▼	1	2	3	4	5	6	7	8	9
1	\$62	\$50	\$40	\$33	\$27	\$24	\$21	\$19	\$17
2	\$63	51	42	34	27	24	22	20	17
3	\$65	53	43	35	28	25	22	20	18
4	\$67	54	44	36	29	26	23	21	19
5	\$69	56	45	37	30	27	24	21	19
6	\$71	58	47	38	31	27	25	22	20
7	\$73	60	48	39	32	28	25	23	20
8	\$76	61	50	40	33	29	26	23	21
9	\$78	63	51	41	34	30	27	24	21
10	\$80	65	53	43	35	31	28	25	22

**Peace Corps FOIA Office Fee Chart\***

\* Pursuant to 22 CFR §303.10 and §303.13, the above calculations for search and review time are based on the 2005 salary rate for Peace Corps employees performing the search and/or review, plus 16%. Prices listed above are per hour; charges for search and review time less than a full hour will be billed by quarter-hour segments. The charge for duplication by paper copy is \$.10 per page.

**PC – 893 (revised 1/2007)**  
(Previous Editions Obsolete PC-2070)

## Attachment 2

### PEACE CORPS FOIA PLAN UNDER EXECUTIVE ORDER 13,392

#### A. NATURE OF PEACE CORPS' FOIA OPERATIONS

The Peace Corps' FOIA Office processes Freedom of Information Act/Privacy Act (FOIA/PA) requests for records maintained by all offices at Peace Corps, except for the Office of the Inspector General, Volunteer Financial Operations, and Volunteer Medical Files. Peace Corps is an agency with 1,082 employees worldwide and more than 182,000 former and current volunteers. Peace Corps received 6823 FOIA/PA requests in Fiscal Year 2005 and processed 6,996 FOIA/PA throughout the agency. These requests are processed by the FOIA Office staff, which consists of an officer who oversees one specialist, as well as one temporary administrative assistant. Many of the PA requests are processed by the Office of Medical Services and the Office of Volunteer Financial Operations. The FOIA officer has official authority to deny or partially deny any requests and oversees policies in the other offices that process PA requests.

While the Office of Inspector General (OIG) independently services FOIA and Privacy Act requests related to its System of Records and other documents, it does so in close coordination with the agency. This includes a public record access information reference to OIG record requests on the agency website. OIG currently has no backlog of FOIA or Privacy Act requests and will work with the agency to implement the agency plan of improvement being submitted.

#### B. AREAS SELECTED FOR REVIEW

Peace Corps reviewed the following potential improvement areas:

- Training program for employees
- Electronic FOIA/requests and responses
- Overall FOIA Website improvements
- Improvement of FOIA Reference Guide
- Affirmative Disclosure
- Process by which necessary cooperation is obtained from agency personnel
- Purchasing of new equipment to ensure privacy
- Backlog reduction
- Additional training for FOIA office employees
- Increased Staffing

#### C. NARRATIVE STATEMENT SUMMARIZING RESULTS OF REVIEW

After an extensive review of the areas identified in Part B, above, Peace Corps determined that although the processing of FOIA/PA requests is working well, there is room for improvement.

One of the first areas we carefully reviewed was training. Training is essential to the office's success. The FOIA Office plans and executes training sessions, assists with privacy matters throughout the agency, and familiarizes employees with the necessities of complying with each Act. Currently, new employees are trained during new employee orientation every two weeks. Training, by department, is conducted when requested. Our newsletter, *Management Update*, is issued bi-monthly and email quizzes are posted electronically as topics arise. However, training remains necessary on a global level and at regional offices. We will provide in-person training at some international offices, and we will examine how the offices conduct their records management responsibilities. It is essential to our training program that we implement improvement ideas provided by field personnel which we gather through training activities. An Electronic Annual Training program is also planned to provide scheduled training each year for office employees.

In addition, we examined how requests are currently submitted, which is only via mail and facsimile. Since we have experienced public interest in adding electronic request capabilities, we plan to move towards electronic FOIA submissions and responses. Our record for responding to requests within the statutory 20 days is excellent. A letter is sent to notify requesters of initial receipt. When needed, we also send a request for an additional 10 working days. The office contacts requesters regularly for more information when working on requests and maintains a good working relationship with requesters. When we move to electronic submissions and responses, our response speed may even increase, but we are primarily making the move to provide better customer service and convenience.

In the area of website improvements, we examined where our website/reference guide is located and what is in the reading room. The FOIA website is fairly easy to locate from the Peace Corps main page. There is sufficient information found on the website to make a request and answer basic questions. The FOIA Office has a superb track record for submitting Annual Reports on time each year and posting them on the website immediately. The link is [www.peacecorps.gov](http://www.peacecorps.gov). Improving the website by adding more information in our FOIA Reference Guide is also essential to our electronic enhancements. We are also currently in the process of increasing the number of publicly available documents on the Peace Corps FOIA website.

A major goal of the Office of Inspector General is to place its public reports on the Peace Corps public website to facilitate access to the public. In addition, it will be working with the agency to enhance its request processing software to provide better tracking and servicing of FOIA and Privacy Act requests and otherwise seek improvements consistent with the agency plan.

To accomplish many of these improvements, the FOIA Office will continue to work with other offices, such as General Counsel, the Office of the Chief Information Officer (CIO), Communications, and the Office of Records Management, to update the Manual Sections and Code of Federal Regulations. Interaction with other offices in the agency is essential to accomplish changes, such as placing more documents on the FOIA webpage and determining how to format electronic request forms.

Through our review, we learned that our customer service is excellent, with a fast and friendly response time, but other improvements can be implemented to make FOIA more user-friendly. A line will be added to our office's FOIA acknowledgement card indicating the expected, or no later than, response date. To provide better customer service and safeguard personal information, the FOIA Office will request its own printer/fax/scanner. .

We also reviewed our files and found that we have two FOIA cases in backlog. Our review shows that we need to resolve these cases immediately and work to prevent any backlog from accruing in the future. We plan to work with the Office of General Counsel to resolve these cases.

In late 2004, the FOIA and Privacy Act Offices combined and, as a result, FOIA employees need a wider range of knowledge on FOIA, privacy and records. In recent months, employees working in the FOIA Office attended Department of Justice and American Society of Access Professionals training events to become more knowledgeable in these areas. FOIA employees will be receiving more training to handle questions arising in the privacy and records management areas to provide the best customer service. With more training, we will be able to provide well-rounded training on all issues and questions that arise.

In the area of staffing, we have a very knowledgeable staff of two permanent employees and one temporary assistant when it comes to FOIA matters. In response to merging of the FOIA and Privacy Offices, we will be hiring an employee with a privacy and records background to help support the types of requests and training our office handles.

#### **D. AREAS CHOSEN AS IMPROVEMENT AREAS FOR PLAN**

- Training for employees throughout the agency
- Electronic Requests
- Website improvements
- More training for FOIA personnel in Privacy and Records
- Backlog reduction
- Process by which necessary cooperation is obtained from agency "personnel"

#### **E. IMPROVEMENT AREAS PLAN**

##### **1. Training for employees throughout the agency**

**Goal:** The FOIA/Privacy Office will conduct more in-person (non-electronic) training throughout the agency. **Target completion: 1-1-2008.**

##### **Steps**

- Attend annual Country Director conference(s). Visit a Peace Corps international post and conduct training, while also gathering information to be implemented in future

international trainings. Create updated training program for international employees. **To be completed by 9-1-2007.**

- Provide video and Tele-conference training from Washington, DC. Provide in-person training to employees, by department, at headquarters, regional offices, and at conferences with training material specific to their jobs, and participate in overseas staff training at headquarters. **To be completed by 1-1-2007 (and continuing thereafter).**

**Goal:** Annual FOIA/Privacy training will also be initiated through an online training program. **Target completion: 1-1-2007.**

### Steps

- Create PowerPoint presentations that are found on the intranet for employees. Training exams will be conducted annually from online PowerPoint materials. Initiate mandatory FOIA/Privacy training at the agency. **To be completed by 1-1-2007.**
- Newsletters, such as our Management Update, will continue to be posted online. Emailed quizzes devised to improve employee awareness of FOIA responsibilities will also be used. **To be completed by 9-30-2006.**
- Institute online training program for all employees. **To be completed by 1-1-2007.**

## 2. Electronic Requests

**Goal:** Allow the public to make FOIA requests through an online form and receive electronic responses. **Target completion: 5-1-2007.**

### Steps

- Work with the Office of General Counsel to update the applicable Code of Federal Regulations and Manual Sections. **To be completed by 4-1-2007.**
- Work with the CIO to design a form and update current webpage on a regular basis. Create an electronic FOIA request form. **To be completed by 3-1-2007.**
- Update information and FOIA Reference Guide on the website to reflect the electronic form request capabilities. **To be completed by 3-1-2007.**
- Post the electronic FOIA request form online. Report on success in Annual FOIA report. **To be completed by 5-1-2007.**
- Respond to requests with electronic information as often as possible. The FOIA office will be able to quantify the number of FOIA online requests and will also have fewer



emails and phone calls about the FOIA/Privacy Act request process. **To be completed by 5-1-2007.**

### 3. Website Improvements

**Goal:** Enhance the FOIA electronic reading room by adding more available information/records and making it more user-friendly. **Target completion: 12-31-2007.**

#### Steps

- Identify the most commonly requested documents/records. Work with the different departments involved to decide what will be uploaded. **To be completed by 3-1-2007**
- Create a more user-friendly main webpage with easy-to-find link to FOIA. The online guide will emphasize the importance of including a telephone number and/or e-mail to expedite follow up on requests. Create an electronic customer satisfaction survey card or suggestion box for customer feedback. Analyze customer feedback. **To be completed by 1-1-2007.**
- Create a more complete FOIA and Privacy Act Reference Guide on the website. **To be completed by 1-1-2007.**
- Add information on the website about what constitutes an agency record and how long they are retained. Add more documents to website, such as Manual sections and other documents identified by departments. **To be completed by 1-1-2007.**
- Work with the Office of Communications, the CIO's office and General Counsel to decide on which documents to place online and how. **To be completed by 1-1-2007.**
- Work with Communications and the CIO to identify how many visitors we receive at the website and how many requests for more types of information we receive. Meet with Communications and the CIO Office regularly to discuss changes to the FOIA webpage and discuss possible documents to upload. Review the website monthly. **To be completed by 12-31-2007.**

### 4. More training for FOIA personnel in Privacy and Records

**Goal:** Provide more training for employees in the FOIA Office regarding privacy and Information Technology needs. **Target completion: 12-01-2007.**

#### Steps

- Hire an employee in the FOIA Office with privacy expertise who will also provide training and advice to FOIA personnel. **To be completed by 9-1-2006.**

- Support FOIA employees by providing training possibilities each year in this subject matter, especially NARA trainings, privacy, Information Technology (IT) concerns, and Privacy Impact Assessments. **To be completed by 9-1-2006.**
- Peace Corps FOIA Employees will attend training at least once per year. **To be completed by 12-31-2007, 12-31-2008.**
- FOIA employees will participate in more IT activities taking place, at the agency, by including employees in the Internal Review Board process and adding FOIA/Privacy signed approval before completing the designated form/system process. **To be completed by 4-1-2007.**

## 5. Backlog Reduction

**Goal:** There are two outstanding FOIA requests that must be resolved. **Target completion: 12-31-2006.**

### Steps

- Contact the requester and ask whether they would like to continue to pursue a response to the request. **To be completed by 6-15-2006.**
- We will either administratively close the case and let the requester know that it has been erroneously neglected, or respond to the request with responsive documents. **To be completed by 9-1-2006.**
- Contact the Office of General Counsel for their guidance. **To be completed by 6-15-2006.**
- We will ensure that requests do not remain outstanding in the future and the FOIA Office will contact the Office of General Counsel for advice in complying with the statutory time limit when the danger arises. **To be completed by 12-31-2006, 12-31-2007, 12-31-2008.**

## 6. Process by which necessary cooperation is obtained from agency “personnel.”

**Goal:** Foster a good working relationship within the agency and improve communication between departments so that projects progress. **Target completion: 12-31-2007.**

### Steps

- Work with other departments at Peace Corps to prioritize projects related to FOIA and Privacy. One such project will be to help departments gain a better understanding of the records schedule for materials that can be requested under FOIA. Another project will be to work with departments to identify systems that contain privacy information and Privacy Act system notices still need to be published in the Federal Register. **To be**

**completed by 12-31-2006, 6-30-2007, 12-31-2007, 6-30-2008 (and ongoing thereafter).**

- Work with the Office of General Counsel to update Manual Section, which will result in the FOIA Office implementing electronic project plans. **To be completed by 12-31-2006.**
- Perform training quarterly at different departments. Collect information about who keeps and disseminates what information for FOIA/Privacy requests. **To be completed by 8-30-2006, 11-30-2006, 2-30-2007, 5-30-2007, 8-30-2007, 11-30-2007, 2-30-2008, 5-30-2008, 8-30-2008 (and continuing thereafter).**
- The CIO's Office will provide technical upgrades and assistance to proceed with other plans of the FOIA Office. Their latest database upgrades help our office run efficiently at reporting time. **To be completed by 12-31-2006.**
- Meet quarterly with the CIO Office to discuss ongoing projects held in common with the FOIA Office that have privacy interests. **To be completed by 9-30-2006, 12-30-2006, 3-30-2007, 6-30-2007, 9-30-2007, 12-30-2007, 3-30-2008, 6-30-2008, 9-30-2008 (and continuing thereafter).**
- Create a current guide to departments and what they supply to the public. For FOIA purposes, offices will be asked to keep better records of the number of requests. Work with each office to identify this information on a yearly basis. **To be completed by 8-31-2007.**